

The Seafarer

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Customer Service Bulletin

September 2000

Collaborative LSC to open soon

Fleet and Industrial Supply Center (FISC) Norfolk's Logistics Support Center (LSC) will soon be open to Naval Station Norfolk's waterfront. The result of a collaborative effort between the Naval Supply Systems Command (NAVSUP), FISC, and the Type Commanders, the LSC will offer its customers a wide array of supply and logistics support. Growing from NAVSUP's Afloat Supply Department of the Future initiatives, the Logistics Support Center's mission will be

will be tasked with assisting in scheduling and tracking husbanding services to the fleet. The aim is to provide optimal responsiveness and service to the afloat supply department while using a minimum of resources. Husbanding services include but are not limited to:

- Brokering and coordination of general husbanding services
- Assisting with part ordering and tracking, material manifesting and material turn in,
- Assisting ceremonial support,
- Reviewing outstanding requisitions for delivery against alternative sources of supply
- Providing supply and logistics training availability information.

The LSC will undergo a phased implementation on the waterfront beginning in early October 2000. However, with our initial staff of Logistics Support Representatives (LSR's) in place, the Logistics Support Center stands ready today to assist the afloat supply department to succeed on a day-to-day basis.

Many of the necessary pier services a ship requires are available with a single phone call to Port Operations or the Public Works Department. However, your LSR can assist with any last minute pop-ups or communications difficulties.

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to support the fleet by taking the workload off the ship and improving the crew's quality of life.

The goal of the Logistics Support Center, as the first phase of the initiative is implemented, is to provide a strong shore support cadre of functional supply experts trained in using state of the art telecommunications and workload tracking technology. This support staff



New FISC CO

Captain William A. Kowba relieved Captain Alan S. Thompson as Commanding Officer of Fleet and Industrial Supply Center, Norfolk, on Monday, June 26. Capt Thompson transferred to Newport, RI where he will become a member of the Chief of Naval Operations Study Group. Capt. Kowba is a Rochester, N.Y. native and was commissioned through the Officer Candidate School Program in 1976. He reported to FISC from Washington, D.C. where he was head of Supply Operations in the Transportation and Petroleum Branch on the staff of the Chief of Naval Operations. His sea duty tours included the fleet ballistic missile submarine USS Daniel Webster (SSBN 626), USS Hunley (AS 31), and the USS McKee (AS 41).

Captain Kowba holds a Bachelor of Arts Degree from St. Bonaventure University, and three graduate degrees. He has a Master of Arts Degree from the University of Richmond and Webster University, and an MBA from the Anderson School at UCLA. Captain Kowba is also a graduate of the Tuck School of Business Executive Program at Dartmouth College.

Weight Tickets now mandatory

Certified Weight Tickets now mandatory in Personally Procured Moves. (13 June) Last year the Do It Yourself or DITY move program name changed. Now, any Household Goods (HHG) transportation or storage not procured by the Government is called a "Personally Procured Move." Along with the name change came a requirement that prior to any claim for reimbursement a service member making a personally procured move must get certified weight tickets for the vehicle both empty and loaded with the HHG shipment.



Super SERVMART has been busy supporting Fleet and Shore procurement requirements, by providing "one stop shopping" services to include everything from a first-class full product line store, to staging and delivering products pier side, developing and hosting an on-line ordering system, with access to more than 500,000 products, from multiple vendors and one secure easy-to-use web site. Prior to deploying in mid July the USS Truman worked with Allied Enterprise to process a multi command order. The Supply department consolidated orders from various shipboard departments and submitted the requirements to Super SERVMART. The requirements were stage on 13 and 14 July and delivered to the Ship on 18 July a turn around of only six days to include 50 line items on 55 pallets.

E-commerce ordering system is now in full production. The web site provides on-line access to Grainger.com and Office Depot.com as well as various local vendors. Super SERVMART conducted training with SIMA Norfolk Supply personnel to establish internal procedures for ordering and approving all purchases using the web site. SIMA registered all users to shop on line, the orders are placed and authorized on-line and delivered the next business day to a central receiving area. The process has reduced man-hours and supports existing SIMA procedures.

The Super SERVMART is a third party logistics (3PL) between FISC Norfolk, EG&G logistics, and Virginia Industries for the Blind. The 25,000sq-ft facility is located on the Norfolk Naval Station waterfront across from Pier four. The expanded customer service includes a special order desk where orders can be place by phone or fax, directly to participating vendors. We also offer delivery service to any destination within the Hampton roads area. Orders placed before 12:00 PM during regular business

hours will be staged and delivered to your receiving destination on the next business day. The on-line service offers various management tools that can be customized to suit individual customer ordering procedures. For additional information and training on Super SERVMART, please call (757) 451-8032 or email Maryanne Bragg at mbragg@egginc.com.



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By tracking LOGREQ's, LSR's can efficiently track and coordinate any requirements a Suppo may have, from help in obtaining vehicles to delivering mail to the ship. While a ship is inport, LSR's can monitor bearer requests and notify the ship when they are ready. Training visits from the Fleet Assist Team and the Navy Food Management Team can be coordinated through the LSC's Training Coordinator. A monthly schedule of all supply training opportunities in the Tidewater area will be available, as well. Also, ceremonial support information is available for any situation, including change of commands and burials at sea. LSR's are available to assist the afloat supply officer in any endeavor necessary.

The LSC will be operational 24 hours a day, seven days a week. A Call Center representative will answer all calls to ensure that all customers can get assistance 24 hours a day. If the problem can't be resolved over the phone, calls will be transferred to an LSR who will be dispatched to assist you. After working hours and on holidays, the Call Center will gather enough information to ensure that an LSR can resolve the issue on the next business day. However, if the requirement is urgent in nature, the FISC duty officer will take it for action.

- 1-877-41-TOUCH
- DSN 510-42-TOUCH
- Option 1, then 2, then 1.



Super SERVMART Procedures Training Seminar

An informational training seminar on the new Super SERVMART procedures will be held twice daily on September 18-19 from 0900 to 1100 and 1300 to 1500. The training will be held on the sixth floor of the FISC building (W-143) across from pier 3. All afloat and shore customers in the Hampton Roads area, specifically the recently returned Eisenhower battle group ships. RSVP is required. This is an excellent opportunity to hear about the new super servmart and how their services can help you meet your mission. Briefings will include a demo of the SERVMART catalog and e-commerce web site.

The following information should be followed when conducting SERVMART transactions:

- Under \$2,500: As of 1 May 2000 the DD Form 1348 and 1250s are no longer accepted at Super Servmart . Purchase cards must be used for all purchases \$2,500 and below or up to \$10,000 for shore commands if authorized by the command APC.



- Over \$2,500: Requires a procurement document DD Form 1149, DD-1155 or other procurement document with a line of accounting, point of contact, telephone number and a NTE dollar limit per transaction

Navy Shore Activities

- Under \$2,500: Purchase card buy required.



- Under \$2,500: Purchase card buy required.
- Over \$2,500: Requires a procurement document DD Form 1149 with a line of accounting, point of contact, telephone number and correct payment office information.

Other Military Services, DoD activities and Federal Agencies:

- Under \$2,500: Purchase card buy required
- Over \$2,500: Requires a procurement document with a line of accounting, DD 1149 (preferred), or credit card up to \$10,000 if command APC authorized, point of contact, telephone number and payment office information. With purchase order authority, a purchase order document (DD 1155) is acceptable. All DD 1149s, 1155s and 2276s for purchases over \$2,500 should be submitted to the on site purchasing agent prior to shopping.

Delivery and Pick-up:

Bulk purchases are available at SERVMART, large purchase delivery and pick-up arrangements should be made before departing SERVMART.

For deploying units, contact the

SERVMART Customer Service representative to arrange for a pre-deployment loadout

Orders will be palletized and delivered to the ship. Items not stocked in SERVMART, can be special ordered from any of the vendors catalogs available at SERVMART.

Special order items will be shipped for the next day pick-up at SERVMART, or delivery to your location. Delivery schedule : Monday - Friday 0700-1600, except federal holidays.

Billing:

Authorized shoppers must sign the receipt, print their full name, and provide the command telephone number. A command POC is required to facilitate prompt billing issue resolution. Customers are re- minded to obligate funds for BPA purchases up to the NTE or actual amounts shown on funding documents, ensuring prompt payment.

To place order by phone or FAX contact the service desk at (757) 444-2296, FAX (757) 451-8046. SERVMART hours of operations are: Monday - Friday 0700-1600 except federal holidays.

E-commerce online purchases are also available via a web-based purchasing option.

For class quotas or questions, contact the FISC Customer Service Officer, Lt. Roscoe Porter at (757) 443-1183 or DSN 646-1183 or Roscoe_C_Porter@nor.fisc.navy.mil or EG&G Super SERVMART Customer Support, Ms. Maryanne Bragg @hotmail.com at (757) 444-2296/ 451-8032.

Billing and Payment questions - Ms. Kay Hood, (757) 443-1369 DSN 646-1369 or Kay_hood@nor.fisc.navy.mil

